APAC SPACE
Survey Report 2018

16 July 2018

ICANN

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1   Executive Summary

1.1   Introduction

About APAC Space

The community-led APAC Space aims to be the go-to platform for both seasoned ICANN APAC participants and newcomers alike. It encourages APAC community members to regularly update on key policy work in ICANN and discuss their views on ICANN-related issues. By providing a comfortable "space" for the APAC community to voice their opinions and share information, our goal is to establish a group of APAC Space regulars and community leaders. Hence, we envision APAC Space to be the focal point for APAC community-building activities.

At present, APAC Space occurs bi-monthly, either face-to-face at ICANN Meetings or via web conferences, with each session focusing on a key topic.

About the APAC Space Survey 2018

The APAC Space Survey was designed to identify key priorities and interest topics within the APAC community for the next 12 months (FY19). It was also used to gather feedback on past sessions and note areas of improvement for the conduct of upcoming sessions. The results of the first APAC Space Survey conducted in 2017 were used to plan a schedule of APAC Space sessions covering key interest topics raised by the community. It was also suggested at that time that these topics would be rotated at each APAC Space session to allow flexibility and ensure the relevance of issues being discussed. A sample of the survey questions is found in the Appendix.

The annual APAC Space survey for 2018 was conducted from 15 March and extended to 17 May 2018 with 40 survey responses in total.

1.2   Report Highlights

Overall, the response to APAC Space sessions in the past year has been generally positive.

With regard to interest topics for the coming year, we note an increase in interest to discuss (i) Enhancing Multistakeholder Cooperation and (ii) DNS Security, Stability and Resiliency (SSR). Other topics such as DNS industry and market developments continue to retain high interest as well.

Hence, we propose the following APAC Space discussion topics be rotated for the next 12 months:

- Ongoing PDPs
  - Expedited PDP (EPDP) on Implementation of Temporary Specification for gTLD Registration Data (in place of Registration Directory Services to Replace WHOIS PDP)
  - New gTLD Subsequent Procedures PDP
- Enhancing Multistakeholder Cooperation
  - Understanding the ICANN Academy and Empowered Community

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- CCWG for Internet Governance
- DNS Industry and Market Developments
- Security, Stability, and Resiliency (SSR) of the DNS
  - SSR2 Review

While timezone issues remain the biggest challenge to participation in ICANN policy work, other notable barriers to participation are a heavy workload in working groups and a general lack of knowledge on how to participate in ICANN.

Respondents have also indicated that they would like more interaction and discussion during APAC Space sessions. To increase community interaction during APAC Space, we propose (i) increasing the duration of APAC Space web conferences to allow greater time for quality community discussion, and (ii) introducing interactive quizzes and raising more questions to increase engagement with the topic.

More details on the results and recommendations may be found in the following sections below.

2   Survey Results

2.1   Feedback on Past Sessions

53.85% of total respondents had attended at least one APAC Space session in the past year. Of those who attended, respondents provided feedback on the following topics covered during APAC Space, as per *Table 1*:

Table 2: Feedback According to Topics Covered During APAC Space

Topic	No. of Responses	"Content was relevant to me" (Mean Score/5)	"Content was appropriate level for me" (Mean Score/5)	"Understood topic better after session" (Mean Score/5)
New gTLD Subsequent Procedures PDP	21	3.81	3.95	3.78
Data Privacy & Protection	21	4.14	4.0	4.06
Competition, Consumer Trust and Consumer Choice (CCT) Review	19	4.32	4.33	4.11
Internationalized Domain Names (IDNs)	20	3.95	4.39	4.11
Registration Directory Services (RDS) Policy Development Process (PDP)	22	3.91	4.15	4.16

Generally, while the overall response to APAC Space topics was above average, CCT Review and Data Privacy and Protection were rated better than the other topics that were covered at APAC Space.

In terms of frequency of APAC Space sessions, 52.78% of total respondents indicated that that they would like the APAC Space sessions to remain bi-monthly.

2.2   Current Interest Areas for 2018

Participants were asked to select their current interest in topics across ICANN that they would wish to be covered during APAC Space discussions in 2018. The topics were divided between (i) APAC Space Themes, which includes general issues and topics of interest related to ICANN, and (ii) Ongoing Policy Interests.

2.2.1 APAC SPACE THEMES

Table 2: Interest in APAC Space Themes Ranked from Highest to Lowest

APAC Space Themes
1. Enhancing Multistakeholder Cooperation (tied)
2. Domain Name System (DNS) Industry and Market Developments (tied)
3. Security, Stability, and Resiliency (SSR) of the DNS
4. Emerging Technologies (New Topic)
5. ICANN Accountability and Transparency
6. How the DNS Works

Enhancing Multistakeholder Cooperation tied with DNS Industry and Market Developments as the top interest theme this year. Of note is the increased interest in the topics "Enhancing Multistakeholder Cooperation" (tied 1st) and "Security and Stability and Resiliency of the DNS" (3rd), which ranked higher compared to survey results from previous year.

2.2.2   ICANN POLICY INTERESTS (PDP, REVIEW, OTHERS)

Ongoing ICANN policy interests were further divided into a) active Policy Development Processes (PDP); b) current ICANN Reviews; and c) Other general interest topics related to ICANN.

ICANN Policy Development Processes (PDPs)

PDPs
1. **Next-Generation gTLD Registration Directory Services (RDS) to Replace WHOIS (currently on hold)**
1. **New gTLD Subsequent Procedures**
2. **Review of all Rights Protection Mechanisms (RPMs) in all gTLDs**
3. **IGO-INGO Access to Curative Rights Protection Mechanisms**
4. **IGO-INGO Protections (Reconvened)**

PDP interest was highest for the Next-Generation gTLD RDS to Replace WHOIS. However, as this PDP has been paused indefinitely at the time of writing, we propose to substitute this topic with the upcoming Expedited PDP (EPDP) on Temporary Specification for gTLD Registration Data.

The New gTLD Subsequent Procedures PDP continues to generate interest, which might be reflective of the high regional interest in the next round of gTLD registrations. As this topic was covered extensively in past APAC Space sessions, we propose returning to this PDP at a suitable time when more progress has been made within the work tracks.

ICANN Reviews

Reviews
1. **Security, Stability, and Resiliency of the Domain Name System (SSR2)**
2. **Competition, Consumer Trust and Consumer Choice (CCT)**
3. **Accountability and Transparency (ATRT3)**
4. **Registration Directory Service Review formerly "WHOIS" (RDS-WHOIS2)**

Interestingly, while the various ICANN Reviews were rather evenly distributed, SSR2 ranked the highest ahead of the CCT Review (which was previously covered in APAC Space). This signals a strong interest in examining DNS security issues related to SSR.

Other ICANN-Related Topics

Other Interest Topics
1. **Cross-Community Working Group (CCWG) on Internet Governance**
2. **ICANN Academy**
3. **ICANN Empowered Community**
4. **Internationalized Domain Names (IDNs) – Root Zone Label Generation Rules Project**
5. **Universal Acceptance (UA)**
6. **CCWG on new gTLD Auction Proceeds**
7. **Domain Name Industry Market and Relevant Policies**
8. **CCWG – Accountability Work Stream 2**
9. **Cross-Community Committee on Accessibility**
10. **ICANN FY19 Operating Plan and Budget**

Amongst the general topics, the CCWG on Internet Governance emerged as the topic with the highest interest. As this will be a new topic for APAC Space, we will look to community's guidance on what specifically to cover regarding this CCWG.

Of note, while not ranked highly, community registered interest in the ICANN Academy (new topic) and the ICANN Empowered Community. Coupled with community's feedback on participation challenges, our initial assessment is that this could be due to lack of knowledge regarding these topics.

IDNs and UA, both mainstay topics of APAC Space, continued to be of interest to the community. We will continue to track the working groups' progress in these areas.

2.3   Participation Challenges in ICANN

Based on the survey results, almost 70% of respondents do not participate in ICANN. The main disincentives for participation amongst these respondents were in the following order:

1. Discussions were set outside the APAC Timezone
2. Uncertainty and lack of knowledge on how to participate in ICANN

Amongst those who do participate, it is noteworthy that the respondents have also highlighted that timezone differences remain the greatest challenge.

We have raised this issue within ICANN Org and have seen some improvements with regard to more deliberate rotation of timezones. However, we also note that part of the resistance to

offer more timezones is due to a perceived lack of participation by APAC community members even during meetings that are conducted in a timezone favorable for APAC.

Heavy workloads within the working groups were also flagged as a challenge for participants.

2.4 Community Suggestions for Improvement

Respondents also suggested other areas where APAC Space can be improved:
- More community interactions during sessions;
- Consider more Pacific-related capacity development initiatives and meeting timings;
- Cater to the language diversity in the APAC region.

3   Recommendations

Based on the above survey results, recommendations are as follows:

Interest Topics

Upcoming topics for next 12 months which will be rotated:

- Ongoing PDPs
  - Expedited PDP (EPDP) on implementation of Temporary Specification for gTLD Registration Data (in place of Registration Directory Services to Replace WHOIS PDP)
  - New gTLD Subsequent Procedures PDP
- Enhancing Multistakeholder Cooperation
  - Understanding the ICANN Academy and Empowered Community
  - CCWG for Internet Governance
- DNS Industry and Market Developments
- Security, Stability, and Resiliency (SSR) of the DNS
  - SSR2 Review

Participation Challenges

To address the recurring challenge of timezone differences, we recommend a more data-driven approach by developing a survey to identify which meetings APAC community members would have ideally participated in if the meeting were held in an APAC-friendly timezone. The results of this survey could then show if APAC participation rates would indeed increase significantly should it be held in the APAC timezone. This could then be shared with meeting organisers/support staff to encourage more meetings to be hosted at APAC-friendly timings.

Other Improvements

To increase community interaction during APAC Space, we propose:

- Increasing the duration of APAC Space web conferences to 90 minutes when necessary, allowing more time for quality community discussion. The increased duration, subject to community's approval, will depend on the topic and agenda, particularly where we anticipate more active discussions.
- Introducing interactive quizzes and raising more questions to increase engagement with the topic.

On considering more Pacific-related capacity development initiatives, we note that APAC Space may not be the avenue for capacity development training and will work with ICANN Vice President Stakeholder Engagement (Oceania) for more targeted outreach in the Pacific.

On catering to language diversity in the APAC region, we are unfortunately unable to provide translation services outside of ICANN meetings. APAC community may reference community-driven models for translations, such as the cases of Japanese translations done by community.

4 Way Forward

Subscribe to the mailing list to participate in APAC Space, get updated on the discussions and get informed of upcoming sessions by emailing discuss@apacspace.asia.

Past APAC Space recordings and notes are also on the community wiki page at: https://community.icann.org/display/GSEAPAC/APAC+Space.

Going forward, we will invite more community leaders to facilitate discussions at APAC Space sessions. Our aim is to improve the quality of discussions and enable APAC community members to better participate in ICANN policy work.

Appendix

ICANN APAC Space Survey 2018

<u>About You</u>

1) Your Details
- O Name (optional)
- O Organization (optional)

2) Country / Territory of Residence

3) Which stakeholder group(s) do you mainly identify with (select one)?
- O Academia
- O Civil Society
- O Government
- O Internet User
- O Private Sector
- O Technical Community
- O Others (please indicate): _____

<u>Feedback on APAC Space in 2017</u>

4) I participated in one or more APAC Space sessions in 2017:
- O Yes – If yes, please answer questions 5(a) to 5(e).
- O No – If no, please continue to question 6.

5) Select your response (1 to 5) for each topic discussed in APAC Space.

1=Strongly disagree 2=Disagree 3=Neither agree nor disagree 4=Agree 5=Strongly agree N/A=Not applicable

(a) Topic: Introduction to New gTLD Subsequent Procedures Policy Development Process (PDP)
- O The content was relevant to me.
- O The content was pitched at the appropriate level for me to understand and discuss.
- O I understood the topic better after the session.
- O Other comments/suggestions:

  _____

(b) Topic: Data Privacy and Protection
- O The content was relevant to me.
- O The content was pitched at the appropriate level for me to understand and discuss.
- O I understood the topic better after the session.
- O Other comments/suggestions:

  _____

(c) Topic: Introduction to Competition, Consumer Trust and Consumer Choice Review (CCT)
- O The content was relevant to me.

- The content was pitched at the appropriate level for me to understand and discuss.
- I understood the topic better after the session.
- Other comments/suggestions:

  _____

(d) Topic: Update on Internationalized Domain Names (IDNs)
- The content was relevant to me.
- The content was pitched at the appropriate level for me to understand and discuss.
- I understood the topic better after the session.
- Other comments/suggestions:

  _____

(e) Topic: Introduction to Next-Generation gTLD Registration Directory Services to Replace Whois Policy Development Process (PDP)
- The content was relevant to me.
- The content was pitched at the appropriate level for me to understand and discuss.
- I understood the topic better after the session.
- Other comments/suggestions:

  _____

6) APAC Space sessions (face-to-face and web conference format) are currently conducted bi-monthly – once every two months. Please select your preference on the frequency of the sessions (select one):
- Remain bi-monthly
- Once a month
- Longer than bi-monthly
- Others: please suggest time period: _____

Your Interest Areas for 2018

Select your discussion interests for APAC Space in the following questions.

7) APAC Space theme (select three):
- Domain Name System (DNS) Industry and Market Developments
- Emerging Technologies
- Enhancing Multistakeholder Cooperation
- How the DNS Works
- ICANN Accountability and Transparency
- Security, Stability, and Resiliency of the DNS
- Others (please suggest): _____

8) Active ICANN Policy Development Process (PDP) (select two).
- IGO-INGO Access to Curative Rights Protection Mechanisms
- Next-Generation gTLD Registration Directory Services (RDS) to Replace WHOIS
- IGO-INGO Protections (Reconvened)
- Review of all Rights Protection Mechanisms (RPMs) in all gTLDs
- New gTLD Subsequent Procedures

9) Ongoing ICANN Review (select one).
- Accountability and Transparency (ATRT3)

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- Competition, Consumer Trust, and Consumer Choice (CCT)
- Registration Directory Service Review formerly "WHOIS" (RDS-WHOIS2)
- Security, Stability, and Resiliency of the Domain Name System (SSR2)

10) Other topics (select three):
- Cross-Community Committee on Accessibility
- Cross-Community Working Group (CCWG)-Accountability Work Stream 2
- Cross-Community Working Group (CCWG) on Internet Governance
- Cross-Community Working Group (CCWG) on new gTLD Auction Proceeds
- Domain Name Industry Market and Relevant Policies
- ICANN Academy
- ICANN Empowered Community
- ICANN FY19 Operating Plan and Budget
- Internationalized Domain Names (IDNs) – Root Zone Label Generation Rules Project
- Universal Acceptance

11) If there are additional topics not mentioned above that you would like to discuss in APAC Space, please suggest here:

_____

Your Participation in ICANN & Regional Internet Governance Activities

12) ICANN Supporting Organization(s) you have participated/currently participating in (select all that apply):
- None
- Address Supporting Organization (ASO)
- Country Code Names Supporting Organization (ccNSO)
- Generic Names Supporting Organization (GNSO) - Commercial Stakeholder Group (CSG) - Commercial and Business Users (BC)
- Generic Names Supporting Organization (GNSO) - Commercial Stakeholder Group (CSG) - Intellectual Property (IPC)
- Generic Names Supporting Organization (GNSO) - Commercial Stakeholder Group (CSG) - Internet Service Providers and Connectivity Providers (ISPCP)
- Generic Names Supporting Organization (GNSO) - Non-Commercial Stakeholder Group (NCSG) - Non-Commercial Users (NCUC)
- Generic Names Supporting Organization (GNSO) - Non-Commercial Stakeholder Group (NCSG) - Not-for-Profit Operational Concerns (NPOC)
- Generic Names Supporting Organization (GNSO) - Registrars Stakeholder Group (RrSG)
- Generic Names Supporting Organization (GNSO) - Registries Stakeholder Group (RySG)
- None

13) ICANN Advisory Committee(s) you have participated/currently participating in (select all that apply):
- At-Large Advisory Committee (ALAC)
- Governmental Advisory Committee (GAC)
- Root Server System Advisory Committee (RSSAC)
- Security and Stability Advisory Committee (SSAC)
- None

14) ICANN community group(s) you have participated/currently participating in (select all that apply):
- ○ Asian, Australasian and Pacific Islands Regional At-Large Organization (APRALO)
- ○ ICANN Board
- ○ ICANN Fellow
- ○ Nominating Committee
- ○ NextGen@ICANN
- ○ None

15) Do you currently participate in ICANN policy development and implementation work?
- ○ No, please proceed to Q17
- ○ Yes, please indiciate your working group(s) and go to Q16: _____

16) If you answered 'yes' to Q15: What challenges do you face while participating? Select all that apply:
- ○ Discussions are done outside APAC time zone
- ○ Work load is too heavy
- ○ Lack of support from my management
- ○ ICANN documentations are not in my language (please indicate your language in 'Others'):
- ○ Lack of knowledge in subject matter (please give examples in 'Others'):
- ○ None
- ○ Others: _____
Please use the 'Others' option to provide additional information.

17) If you answered 'no' to Q15: What discouraged you from participating? Select all that apply:
- ○ Discussions are done outside APAC time zone
- ○ I am not interested
- ○ I am too busy
- ○ Lack of support from my management
- ○ Not sure how to participate
- ○ ICANN documentations are not in my language (please indicate your language in 'Others'):
- ○ Lack of knowledge in subject matter (please give examples in 'Others'):
- ○ None
- ○ Others: _____
Please use the 'Others' option to provide additional information.

18) Do you participate in Internet Governance, Technical and/or Domain Name System (DNS) industry events in the region? Select all that apply:
- ○ Asia Pacific Regional Internet Conference on Operational Technologies (APRICOT) Summit
- ○ Asia Pacific Regional Internet Governance Forum (APrIGF)
- ○ Asia Pacific Top Level Domain Association (APTLD)
- ○ Asia Pacific Network Information Centre (APNIC) Meeting
- ○ DomainFest / World Hosting Day
- ○ Local or National Internet Governance Forum (IGF). Please indicate which in 'Others'
- ○ Internet Network Operators' Group (NOG) event. Please indicate which in 'Others'
- ○ None
- ○ Others (please indicate): _____
Please use the 'Others' option to provide additional information.

Other Feedback or Suggestions

19) How can APAC Space be improved?

_____

20) Any other comments/suggestions:

_____

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